**RFQ/ODI/6/2020 – Clarification note**

**Hate Crime Reporting Website Customization and Maintenance**

NOTE: We are not looking to redesign the existing website (<http://hatecrime.osce.org/>). We would like the selected company to perform two core tasks: upgrade the HCRW website from Drupal 7 to Drupal 8 (since Drupal 7 will no longer be supported); and perform an internalization to allow for one other language version of the site. The content is produced entirely by ODIHR. In addition, we need the select company to fix bugs on the HCRW and HateCrime DB in order to support the functionality of these sites during the transition period (Drupal upgrade and internalization).

We would eventually like to improve the website’s design, but not in the next 12 months.

**Questions and Answers:**

1. **In the document it's mentioned that we should:**

"Demonstrate proficient experience with Python, including demonstrated experience with highly customized systems built using Django framework"

Can we get more details about what for and what is expected from us to deliver in Python/Django?

**Answer:**

The hate incident database is built within the Python/Django framework. The current website fetches and displays the total number of hate crime incidents from Python/Django based HateCrime DataBase through an API, and the company selected to perform the upgrade of Drupal based website would need to ensure that the database correctly displays the total number of hate crime incidents (data) and that it allows for filtering of the data.

1. **Would it be possible to get access to existing Drupal 7 website so we can take a look at architecture, contributed and custom modules?**

**Answer:**

For security reasons, we cannot provide access to the inside of the website to bidding companies. We can provide a list of contributed and custom modules, including a short description of these.

1. **Regarding item “Bugfix of HateCrime Reporting Website”**

**Can we know the average amount of expected hours needed per month for bugfixing?**

**Answer:**

Up to 20 hours per month, depending on the number and type of bugs (see answer to Q8 below for examples).

1. **Can we get access to HateCrimeDataBase dashboard or at least documentation describing this service?**

**Answer:**

The DB is not publicly available, and we cannot provide access to bidding companies. We can share documentation about the DB.

1. **Are we going to migrate existing Drupal 7 theme or is there going to be new design? In later case should we quote for new design or is it going to be provided?**

**Answer:**

The purpose of this contract is to facilitate the migration from Drupal 7 to Drupal 8 and to perform the internalization of the website. Once this is complete, we may be looking to improve the website’s design, but not in the next 12 months. Improvements to the design can only come later, since we don’t know what capabilities/available modules Drupal 8 offers.

1. **Regarding the requirement for Multilingual support can you please confirm that the responsibility of the selected vendor is to provide support by enabling this functionality and uploading content as needed. Please confirm that translations are not expected by the selected vendor?**

**Answer:**

Translations will be provided by ODIHR. Currently, ODIHR is able to upload content to the site and is happy to continue doing so. However, in case there are technical changes that make it difficult for our staff to upload content, then we will require assistance from the developing company.

1. **Regarding the requirement for Ensuring a responsive design for mobile platforms could you please verify that the expected requirement is for the selected vendor to perform any requirement adjustments so that existing design will be even more mobile responsive?**

**Answer:**

The site is currently mobile responsive. In case the upgrade or internalization process reduces the responsiveness of the site then improvements may be required.

1. **Regarding both requirements for Bugfix of HateCrime Reporting Website and  Bugfix on HateCrimeDataBase  are you referring to existing bugs? If yes, can you please provide a list and description so we are in a position to provide a more accurate estimation.**

**Answer:**

We are referring to both existing bugs and potential other bugs that may occur as a result of the upgrade/internalization process. The following are examples of bugs we have dealt with:

* Display of publications at the bottom of Bias Motivation pages (e.g., <http://hatecrime.osce.org/what-hate-crime/racism-and-xenophobia>). Some of the publication titles did not fit the space provided and disrupted the display.
* Potential issues with “nesting” questionnaires on a page accessed by official users.
* Issue with labels not fitting on charts and graphs because the text is too long (this is an ongoing bug).

1. **Regarding the design requirements:**
   1. **Enable the visualization of data through interactive graphics, tables and other means;**
   2. **Present content in a unified, visually compelling, and easy-to-use interface, utilizing templates for consistent branding and visual design;**
   3. **Be flexible, agile, and adaptive enough to carry through a product lifecycle of approximately five (5) years;**
   4. **Be accessible to search engine spiders and be created with good on-page SEO;**
   5. **The changes will be done in accordance with OSCE visual identity guidelines**

**At this point we don’t the extend and the number of graphics needed therefore we cannot estimate this , however we can comply per request basis. In addition this part is not covered in the price schedule form ( RFQ section IV)**

**Answer:**

Please see the note above. We do not need to redesign the charts and graphs that are already displayed on the site. We want to ensure that the visual and corporate identity standards of the website are maintained within the upgrade and internalization process.

**10. In the RFQ you mention the upgrade timeline to be by end of 2020. However, you also mention that you anticipate 20-30 days for the upgrade. Can you kindly clarify?**

**Answer:**

The upgrade process is expected to take between 20 and 30 days (160-240 hours), and must be complete by 31.12.2020.

**11. By 20-30 days, do you mean 160-240 hours?**

**Answer:**

Yes.

**12. Are you looking to redesign the website or retain the current design?**

**Answer:**

Please see the note above.

**13. The RFQ mentions: "Enable the visualization of data through interactive graphics, tables and other means;" - could you elaborate on the nature of the datasets - how much data, what type of data?**

**Answer:**

As mentioned, we do not require the company to create new graphs, charts and tables. New data are published to the site each year in November. The dataset covers 57 states (each with a country page on the website). Each year, approximately 100 reports and 5,000 incidents are processed through the database and displayed on the HCRW. Data categorized by bias motivation, type of crime and date is publicly available; however, more detailed categorization is not displayed on the website owing to political and privacy concerns. Please review our existing website (data is published here: <http://hatecrime.osce.org/what-do-we-know>).

**14. The data used for visualization is this stored in the Drupal backend or is it connect with another software?**

**Answer:**

See the response to Q1. The data used for visualization (please check country pages for "Official data") is stored in the Drupal backend. Data in the "Incidents reported by other sources" part is stored in a separate system that is not available publicly (hate incident database based on Python Django framework).

**15. Is the Drupal platform connected with other applications or systems?**

**Answer:**

Yes, it is connected to the Hate Incident database based on Python Django framework.

**16. The Python Django framework used on the website, what is that used for? Can you provide some details for the Python script?**

**Answer:**

It is used for the Hate Incident database, which then populates Drupal website with data ("Incidents reported by other sources" part on the country page). We can provide the necessary documentation.

**17. Are OSCE planning to make any improvements in the UI and IA as part of the migration from 7.x.y to 8.x.y or would it be fair to assume that migration include all content intact without any improvement on application level?**

**Answer:**

In general, our priority is that content remains intact following the upgrade and internalization. Improvements to the UI and IA may be introduced where necessary to ensure the functioning of the site.

**18. Is it necessary to include any travel to Warsaw? All the work could be performed remotely?**

**Answer:**

The work can be performed remotely and no travel is necessary.

**19. Do you have any budget for the whole project? It is complicated to explain how many hours could cost the transformation to rwd or the different bugfixes or changes if we don't know the complete scope of the project or the maximum budget.**

**Answer:**

The HCRW website and HateCrimeDataBase are key to ODIHR’s Hate Crime Reporting work – a core activity that doesn’t have a separate budget. The website and DB must be fully functional at all times, in particular from September to December (the period when ODIHR publishes its report and there is the most traffic to the site). In 2020, the selected company will only be requested to maintain both websites, and perform the Drupal upgrade and internalization of the HCRW website.

**20. Regarding to the site maintenance, what do you need? A package of hours per year? A cost per hour/day for maintenance?**

**Answer:**

We need up to 20 hours (2.5 days) per month for maintenance. The number of hours depends on the quantity of bugs.

**21. All the websites are built using Drupal? Why do you ask for Python experience? Is there any system or website to maintain built using this technology?**

**Answer:**

Python experience is required for working on the HateCrimeDataBase, which is built within the Python/Django framework. The HCRW website fetches data from the DB through an API, and the company selected to perform the upgrade of Drupal based website would need to ensure that the database correctly displays the total number of hate crime incidents (data) and that it allows for filtering of the data.